



## EA OR EXECUTIVE PA Manchester Course

### THE COURSE

This course is for people training to operate effectively as EA's in a professional corporate environment

### SUITABLE FOR

This course is suitable for a variety of people such as:

- Existing secretaries EA's or PAs looking to upgrade their skills and gain certification
- Experienced people from other sectors looking for a career change
- Company employees looking for related training

### OBJECTIVE

To provide the student with a sound knowledge base and the real practical ability to perform effectively in an Executive PA or EA (International) role.

### BENEFITS

- Tutor led workshop environment
- Internationally recognised in-house training provider with native speaking English trainers
- Greater technical competence and comprehension of the requirement of an EA
- High job readiness on completion of course
- Confidence building through development of in depth skills
- Understand the management process and how to perform at executive levels
- Soft skills training for EAs included with this course
- Techniques to stay ahead in your field and manage your own development

### COURSE FORMAT

The course is live and tutor led in a classroom environment.

Practical examples and interactive sessions.

## COURSE CONTENT

### On the Job

- The difference between EA and PA
- Business letter writing for Exec PA's
- Document presentation and proofreading
- How to take a lead role in meetings
- Tips on taking of minutes

### Performance

- Confidence building to deal with executive level environments
- Synchronising your role with that of your executive
- Setting priorities, managing your role / career to meet executive's needs
- Delegation, multi-tasking effectively, taking initiative

### Executive Skills

- Introduction to Management theory
- Styles of management
- Relationship with your executive/s; how can you provide effective support

### Communication Skills

- Effective communication skills
- Understanding verbal and non-verbal communication
- Different questioning styles; how to use questions effectively

### Business Skills

- Explanation of the role of social media in the modern executive arena
- Overview of Project Management and Event Management for EA's
- Communicating and negotiating, win-win solutions; this can be internal or external
- Human resources - EA as interface with this function

### Business English

- Convey points of view convincingly; influence others
- Business writing using wide range of formats, including letters, emails, memos and minutes of meetings

### Developing Relationship throughout the organisation

- Understanding other people at work; what do they really think?
- Understanding how to handle stakeholders and their importance to your role
- Passive vs. aggressive vs. assertive
- Saying "no" is sometimes necessary

### The Future

- Take control of your career and advance your career with a clear plan
- Build your map for the future.

## DATES AND DURATION

The course runs over two days from 10:00 to 16:30

## COURSE REQUIREMENTS

You need a good secondary education plus generic office skills (e.g. MS Office and keyboarding) and a good business background or secretarial/PA experience. If you are unsure of your status you can gain advice on this from the centre. We also offer a Secretary/PA course

### Outcome

- CPD Certificate
- Improved confidence and ability to operate in the Executive Suite
- Greater understanding of the Executive mindset and corporate objectives
- Enhanced ability to influence others

## TESTIMONIALS

EA or Executive PA delegate- *"I feel very pleased with the content of the course and what was packed into these days. I feel the quality of the teaching and information was up-to-date, inspired debate; I thought more confident about my skills and about approaching the job market as a result of the training I have received there.*

*"Tutor gets involved in discussion, nothing is too much trouble to ask or sounds silly, good explanations with examples, enjoys talking to students"*